

Job Description

Missouri State Highway Patrol

Class Title: Senior Office Support Assistant

Title Code: V00015

Effective Date: 02/16/07 (New)

Date Reviewed:

Date Revised:

Immediate Supervisor: As assigned.

Position Supervised: As assigned.

FLSA Classification: Non-exempt.

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is difficult clerical and keyboard support work involving responsibility for complex clerical functions or processes and/or staff supervision. An employee in this class performs skilled keyboarding and difficult and complex clerical work usually requiring familiarity with specialized terminology and/or various software packages, and frequently includes supervisory responsibilities. Assigned responsibilities are carried out with considerable independence and involve making decisions concerning work procedures and processes; however, significant departures from established policies or procedures are reviewed by an administrative superior.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Types, utilizing a keyboard, and edits a variety of material, frequently involving technical or specialized terminology; transcribes from dictating equipment.

Maintains, with relative independence, a significant phase or segment of a clerical process or office activity and makes frequent decisions in accordance with agency policies, rules or procedures.

Plans and assigns the work of staff performing clerical and other support tasks; organizes and coordinates work flow; establishes priorities and deadlines; reviews work for accuracy, timeliness and conformance with procedures and processes.

Trains employees; mentors and advises staff on work issues; evaluates employees' performance; recommends or implements disciplinary/corrective action; and approves and monitors leave.

Maintains fiscal records requiring limited knowledge of governmental accounting methods in accordance with established procedures; codes and records transactions to prescribed accounts.

Supervises and/or participates in the preparation of standardized reports; assists in the preparation of complex ad hoc reports.

Obtains quotations and bids for commodities, equipment and services; within defined limits, initiates or supervises the processing of requisitions and purchase orders.

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Reviews documents for accuracy, completeness and compliance.

Composes correspondence involving some interpretation and application of established policies and procedures; maintains correspondence and report files.

Establishes and maintains complex filing systems; prepares and/or oversees the preparation of records for storage and/or archiving.

Prepares and/or supervises the processing of purchase and supply requisitions, personnel and/or payroll records, time and leave records, expense accounts, budget allocations or other program or agency documents; arranges travel and accommodations; maintains cost and/or inventory records.

Performs, reviews and verifies complex computations involving the application of rules and regulations.

Enters and updates information in automated systems; develops spreadsheets and databases; utilizes various software packages in the performance of duties.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of office practices, procedures and equipment.

Considerable knowledge of business math computations; and grammar, composition and spelling.

Working knowledge of the principles of office management and supervision.

Working knowledge of computer information systems and software.

Skill in the use of a keyboard.

Ability to apply and interpret agency policies and procedures.

Ability to prepare and maintain complex records and reports.

Ability to develop and use coding and filing systems.

Ability to review documents for accuracy and completeness.

Ability to make complex computations.

Ability to assign, review and evaluate the work of staff.

Ability to complete assignments within specified timeframes.

Ability to train and mentor staff.

Ability to develop and implement procedures from general instructions.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Two or more years of clerical support experience above the level of the General Office Assistant under the Missouri Uniform Classification and Pay System.

OR

Three or more years of experience in clerical or general office support work; and possession of a high school diploma or a GED certificate. (Training from a vocational or business school in office management, secretarial science or closely related areas or coursework from an accredited college or university may be substituted on a year-for-year basis for the stated experience.)